

**New York State Unified Court System
Quality Service Awards Program**

QUALITY SERVICE AWARD

Presented to the individual(s) who strives for the highest level of customer satisfaction; who characterizes strong positive relationships with colleagues through mutual support and respect; and who initiates and carries out meaningful programs, events or services that benefit the court and the community

Award Criteria (may include, but not limited to, any or all of the following):

- fosters positive relationships by building trust and confidence in colleagues and court users
- models fair and timely administration of case flow, while exhibiting dignity, professionalism and courtesy to all court users;
- increases effectiveness and productivity
- exhibits an unbiased manner
- excels at meeting current and future customer expectations
- fosters open communication, planning, problem-solving and decision-making
- enhances the court's relationship with the public through community activities
- educates the public about court-related services, heightens the public's understanding of the justice system and demystifies court procedures

QUALITY LEADERSHIP AWARD

Presented to the person who succeeds in creating and sustaining a quality culture by demonstrating exceptional leadership, outstanding contributions and dedication in promoting quality service; who is a model of professionalism and courtesy to others; and who plans, communicates and deploys organizational values and performance expectations with a focus on quality and professionalism

Award Criteria (may include, but not limited to, any or all of the following):

- establishes quality service objectives
- conveys quality service vision to employees
- establishes measurement methods to determine customer satisfaction
- develops or improves a system or process for achieving the satisfaction of all court users
- behaves ethically, professionally and courteously to all colleagues and court users
- maintains a bias-free environment
- encourages and supports employee education, training and career development